

## **motive8 IQ Appeals Procedure**

The purpose of an appeals procedure is to ensure that every learner who is not satisfied with the outcome of an assessment decision has the right to appeal against the decision that has been made.

The appeals procedure applies to any learner following completion of an Active IQ qualification at motive8 IQ and provides learners with a formal route to appeal against a decision.

motive8 IQ learners will be assessed against Active IQ published criteria and by assessors who must hold or be working towards any of the following:

- Level 3 Award in Understanding the Principles and Practices of Assessment (QCF) or
- Level 3 Award in Assessing Vocationally Related Achievement (QCF) or
- Level 3 Award in Assessing Competence in the Work Environment (QCF) or
- Level 3 Certificate in Assessing Vocational Achievement (QCF), or
- A1 (previously D32, D33)

In addition, motive8 IQ will ensure that assessors:

- Possess a discipline specific qualification equivalent to the qualification being taught
- Have relevant industry experience
- Demonstrate active involvement in a process of industry relevant Continued Professional Development during the last two years

All new motive8 IQ assessors will be given a clear action plan for achieving the appropriate qualification(s) and should be countersigned by an appropriately qualified individual until the qualification(s) are achieved.

## **Appeals Procedure**

The appeals procedure allows students to make a formal appeal against a recommendation or decision relating to:

- The mark for an individual item of course work;
- The result of any element of assessment;
- The final overall assessment decision for award of certification.

An appeal may be made if the student feels that:

- The assessments were not conducted in accordance with the approved scheme or centre regulations;
- An administration error occurred at some stage of the assessment process;
- Extenuating circumstances arose during the assessment process, which affected the student's performance;
- There was inappropriate or irregular behaviour on the part of the assessor.

## **The Stages of Appeals**

All appeals must adhere to the following system in order to be successfully recognised:

### **Stage 1**

In this stage:

- The Centre aims to resolve most appeals, via face-to-face discussions with the student.
- Initially the student will raise the issue directly with the relevant staff member to seek resolution or clarification
- A resolution, may be for the students to repeat the assessment
- If this initial discussion is not sufficient to resolve the issue, the student may submit a formal appeal (stage 2).

### **Stage 2 Formal Appeal**

In this stage:

- If you remain dissatisfied with the outcome of stage 1 or resolution was not possible due to the character, complexity or seriousness of case, you may pursue the appeal in writing following the guidance within this policy.
- The appeal must be documented and sent to [jenny.cromack@m8group.co.uk](mailto:jenny.cromack@m8group.co.uk) with all supporting evidence, including video evidence if necessary.
- The evidence provided will be verified against:
  - Assessment procedure and standards
  - Reason for appeal
  - Validity of information provided
  - Adherence to assessment procedure
- During this stage, further information may be requested by email or post to support the investigation. If required, further meetings may also be needed.

### **Stage 3**

If the student feels the outcome is unsatisfactory, then an appeal against this decision can be made to the awarding organisation. An External Verifier will be provided to check the validity of the appeals process and individual case.

## **Outcome of Appeal**

The Directors decision will be final.

Students will be provided with a written outcome at the conclusion of their appeal.

The outcome of a successful appeal could be one of the following:

- The mark for an individual item of course work is amended;
- The result of practical, planning, or evaluation is amended;
- The overall result is amended;
- The student is given the opportunity to retake the assessment at no further cost.

motive8 IQ key ethics:

- The Director is the appointed person for dealing with appeals
- motive8 IQ shall consider its duty to promote equality and diversity throughout this
- motive8 IQ shall endeavor to deal with all complaints informally in the first instance, aiming for a quick and satisfactory resolution.
- All information that you give will be treated fairly and in the strictest confidence in accordance with the provisions of the General Data Protection Regulation. The information provided will only be used for the purpose of dealing with complaints and for monitoring.

Throughout the assessment process motive8 IQ will comply fully with Active IQ's policy on reasonable adjustments and special considerations that can be found:

<http://www.activeiq.co.uk/centres/guidance-for-centres>

## **Note Regarding Live Observed Assessments**

Investigating appeals is very problematic without the presence of impartial evidence. Therefore, appeals in the context of live observed assessments will only be considered when accompanied by a suitable video recording.

As a learner of motive8 IQ you will be able to use a video recording as long as it does not adversely affect the assessment process, allows the assessor to carry their role and does not contravene a venue/organisations rules or regulations. The learner must make suitable arrangements to arrange a video operator.

If a medical issue has the potential to affect your performance, then it is your responsibility to inform motive8 IQ prior to assessment so that an informed decision can be made terms of an appropriate action plan.